



County of Los Angeles CHIEF ADMINISTRATIVE OFFICE

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DAVID E. JANSSEN
Chief Administrative Officer

May 15, 2006

To: Michael D. Antonovich, Mayor
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

Board of Supervisors
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Second District

ZEV YAROSLAVSKY
Third District

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MICHAEL D. ANTONOVICH
Fifth District

From: David E. Janssen
Chief Administrative Officer

STATUS REPORT ON THE SERVICE INTEGRATION BRANCH

This is the second semi-annual status report on the operations of the Chief Administrative Office (CAO) Service Integration Branch (SIB). This report provides information on the status of projects for which SIB has a lead or partnering role. It also includes information on SIB's collaborative work with the New Directions Task Force (NDF), Interagency Operations Group (IOG), Children's Planning Council (CPC), Special Needs Housing Alliance, and the Emancipation Program Partnership (EPP).

The following provides highlights of activities performed by the Branch since the last report was submitted to your Board on July 1, 2005:

- **Goal 5 Children and Families' Well Being:** During this period, the *County's Response* to the Community Forums' Findings were shared with over 1,000 community members through a series of nine Service Planning Area (SPA)-based feedback sessions. In addition, as part of the *County's Response* implementation process, the NDF unanimously endorsed supporting: (1) the allocation of funding for the establishment of a Community-Building Mini-Grants program as part of the FY 2006-07 Budget process; and (2) the County opening its facilities and making appropriate equipment available when possible to support the work of the SPA/American Indian Councils (e.g., conference rooms, copiers, fax machines, etc.). In January, CPC submitted a memo to my office requesting an allocation of funds to support the establishment of a Community-Building Mini-Grants program; this is a policy decision for your Board.

- **Children and Families Budget:** The FY 2006-07 Children and Families Budget (C&FB) represents year five of a five-year implementation plan. The C&FB includes an updated inventory of 93 County-administered programs serving children and families, supported by 114 unique revenue sources. All programs contain program performance measures, budget allocations, actual expenditures, and revenue source information. The C&FB was completed and issued in April 2006 as an addendum to the County's FY 2006-07 Proposed Budget.
- **Special Needs Housing Alliance (Alliance):** Agreement was reached by the Alliance HIV Work Group and the County's Commission on HIV/AIDS to form the Housing Collaborative to increase housing opportunities linked with services for People Living With HIV and AIDS (PLWH/A) in Los Angeles County by: (1) expanding the entirety of the housing continuum needed to move PLWH/A from homelessness to self-sufficiency; (2) increasing the number of permanent affordable housing units, linked with needed services, targeted to PLWH/A; and (3) coordinating and leveraging resources and services to maximize both.
- **Los Angeles County Homeless Prevention Initiative:** In collaboration with the departments of Mental Health (DMH), Public Social Services (DPSS), Children and Family Services (DCFS), Health Services (DHS), Sheriff, and the Community Development Commission (CDC), finalized 35 discharge policy recommendations developed by the Discharge Policies Work Group. As requested by your Board, implementation timelines and cost assessments for each recommendation were included. SIB met regularly with your Board offices to ensure they were apprised of the homeless prevention work underway by County departments and community partners. The final recommendations were included in the Homeless Prevention Initiative (HPI) Board letter which was approved by your Board on April 4, 2006.

The HPI letter contains 11 key recommendations, including the creation of an \$80 million Housing/Homeless Program (HHP); the hiring of a Homeless Housing Coordinator within the CAO-SIB; hiring of housing locators; the development of a housing data base; the creation of five 24-hour stabilization centers and one homeless family access center near Skid Row; the creation of a homeless court program; annual monetary support for a prototype court; the expansion of DPSS staff and program screening at County hospitals and jails for purposes of enrolling persons to be discharged from those facilities in economic support programs to assist in preventing homelessness upon discharge; and the creation of a DPSS' General Relief Housing Subsidy and Case Management Program for up to 900 homeless persons. In addition, your Board approved 19 supplemental recommendations that require little or no additional County general funds for implementation.

Implementation planning discussions are ongoing with County departments and community partners and outreach to local city governments, counsels of government, homeless task forces, etc, to ensure buy-in. Efforts to develop evaluation systems/processes to assess the outcomes and results of the recommendations once implemented are also underway. SIB and its County partners will provide a report to the Board on implementation planning and the best uses of the \$80 million HHP by the last week in June, 2006.

- **Multi-Agency Co-location, East San Fernando Valley (ESFV) Family Support Center (Center):** In April 2005, to further enhance integration at the proposed East San Fernando Valley Family Support Center, DPSS and DCFS joined the Statewide Child Welfare and CalWORKs Partnership Project, also known as "Linkages," designed by the California Center for Research on Women and Families (CCRWF). The project is aimed at fostering practices to integrate child welfare and public assistance programs in California and to increase child maltreatment/family preservation prevention services. These efforts are being coordinated by the Linkages Planning Committee (LPC). The LPC is launching Linkages in phases. Implementation of Phase I Linkages began in March 2006. Linkages Phase I focuses on two of the four elements identified to improve outcomes for families served by DPSS and DCFS: Coordinated Service Assessment and Delivery, and Co-departmental Case Planning and Service Delivery for the DPSS/DCFS shared client populations. During January and February 2006, DCFS and DPSS management and staff were trained on Phase I protocols and procedures. The LPC continues planning efforts on the remaining two opportunities at the Center: Family Preservation Services for Welfare-to-Work Participants, and CalWORKs Family Reunification Services - AB 429. Implementation of Phase I of the Community Engagement component began in early December and has since been suspended until facility issues are resolved.
- **Emancipation Program Partnership (EPP):** In collaboration with the DCFS and Probation emancipation managers, and the full EPP, SIB participated in several activities during this period that contributed to enhancing the emancipation program and achieving the program objectives, including the following: (1) fully implemented the Department of Labor/Employment Development Department Workforce Demonstration Project, an \$800,000 collaborative project that will prepare 100 youth for successful transition into the workforce; (2) successfully completed the DCFS departmentwide rollout of the emancipation program redesign and trained all Children's Social Workers and Probation Officers on the new referral process and design (September 2005); (3) implemented the Data Tracking system which produces management reports to be used as tools to assist management in program analysis and budget projections; (4) EPP representatives participated in workgroups

-and committees ensuring dedicated Mental Health Services Act (MHSA) funding for emancipating Transition Age Youth (TAY); (5) initiated a process to explore a structure that builds upon the EPP design to create an integrated support and leadership composition that will also support the MHSA TAY initiatives; (6) incorporated program performance measures into Life Skills contracts to ensure more positive outcomes for participating youth; (7) participated on the Youth Transition Action Team (YTAT) project which includes representation from the City Workforce Investment Boards (WIBs); and (9) continued participation on the EPP Budget Committee addressing issues, such as funding priority setting and future fiscal planning.

- **LACountyHelps:** LACountyHelps is slated to be launched by the end of May 2006 and to be announced to the public at a June 1, 2006 press conference. Initially, SIB facilitated kickoff meetings between the Web site development vendor and participating departments/agencies to discuss, exchange ideas, evaluate, and determine the best options regarding the eligibility requirement detail level to be built into the LACountyHelps pre-screening tool. SIB developed an outreach strategic plan and timeline that have been followed as a guideline for all outreach efforts. Outreach materials are being developed and existing outreach resources have been identified for future collaboration as the Web site launch approaches. Resources include community-based and nonprofit organizations, schools, libraries, government offices, etc.
- **One-e-App:** On December 12, 2005, the Information Technology Fund (ITF) Committee approved an application for \$500,000 for the implementation of One-e-App Phase II, which will be submitted to your Board along with the contract for approval at a later date. A Matrix of Outstanding Issues was compiled based on input provided by DPSS, DHS, Chief Information Office, County Counsel, and from an analysis conducted by SIB. In January, the One-e-App Technology Task Force met to discuss the outstanding issues related to the One-e-App Phase II project implementation and determine next steps. SIB continues to work with representatives of the Center for Healthcare Access (formerly One-e-App program office) to address and resolve these outstanding issues. The Operations Leadership Committee (OLC) kickoff meeting was held on February 22, 2006 and weekly conference calls are ongoing. In addition, weekly configuration and customization sessions started on March 29 and will continue through the end of May 2006. The purpose of these sessions is to adapt the One-e-App application to the needs of the County. On April 24, 2006, a Webex demo was conducted to demonstrate the functionality of the One-e-App/CalWIN interface built with Jacada system.

- **2010 Census:** SIB staff met with counterparts at the City of Los Angeles, on March 13, 2006 and on April 19, 2006. The April meeting included local officials from the Census Bureau and other local cities and agencies. The purpose of these meetings was to organize and develop strategies to improve the accuracy of the Census 2010 count. The County agreed to convene a Countywide meeting of all local governments to establish a committee to include the Regional Census Bureau staff, City of Los Angeles and smaller cities to determine the message the County wants to put forth and a plan for delivering the message to the appropriate leaders.
- **CalWORKs:** Part I of SIB's Research and Evaluation Services (RES) Division's study on sanctioned CalWORKs participants was presented to the CalWORKs 2005 Partnership Summit. The exploratory data analysis was also completed to evaluate the results of a sanctions intervention pilot program for CalWORKs recipients. A Memorandum of Understanding (MOU) was developed and executed with DPSS for the purposes of SIB conducting additional research and evaluation of DPSS administered programs. The Family-Centered Welfare Research project MOU is in development between the Economic Roundtable, DPSS, and SIB for data sharing for this project. Surveys were administered and focus groups were conducted to collect information from CalWORKs participants for the Sanctions Part II Report.

Focus group interviews will be conducted with Adolescent Family Life Program Cal-Learn case managers to collect data for an evaluation of the Cal-Learn Program. A research plan was prepared to define the scope and research methods to study the use of specialized supportive services by CalWORKs participants. In January, the draft report evaluating the results of DPSS' Greater Avenues for Independence (GAIN) Home Visit Outreach Pilot Project was completed. A findings document was completed to conduct an evaluation of the implementation of SB 1104 which requires GAIN participants to complete a Welfare-to-Work Plan within 90 days of enrollment in GAIN.

- **County Employee Child Care:** As of January 2006, the Van Nuys Civic Child Development Center began serving children. The Superior Court is acting as the project fiscal manager.
- **Centralized Eligibility List (CEL) Expansion:** On January 17, 2006, your Board approved an award of \$500,000 from the California Department of Education (CDE) to expand and refine the operation of the CEL in Los Angeles County. Key to that expansion effort will be to increase the number of registered users from the 24 current users to the 159 CDE-contractors operating in the County.

As of March 2006, there were 37,381 active child records and 23,864 family records in CEL. To date, 4,588 children have been enrolled from CEL into subsidized child care programs. Each month 600 to 700 new records are added to CEL. CEL, which was established to assist families in accessing subsidized child care funded by CDE, has been modified to include eligibility requirements for the Federally-funded Head Start program. This modification has made participation in the CEL more attractive to organizations operating both State- and Federally-funded programs. In addition, a variety of Los Angeles Universal Preschool (LAUP) sites have utilized the CEL to identify participants for their programs.

- **Investing in Early Educators Stipend Program:** The Office of Child Care will award 1,632 stipends to persons working directly with children in CDE-funded child development centers. The awardees have completed at least three semester units in child development or general education classes leading to a degree. Cycle 7 was launched in January 2006. Persons working in licensed family child care homes and licensed child care centers where a majority of the children are subsidized by CDE, will be able to apply for the stipends. A total of 393 family child care providers and 2,229 persons working in child care centers have submitted applications. Cycle 7 awards will be distributed after July 1, 2006.

Should your Board have questions on this report, please contact me or your staff may contact Lari Sheehan of my staff at (213) 893-2477.

DEJ:LS:KH

Attachment

- c: New Directions Task Force
Children's Planning Council
Interagency Operations Group